

LOCAL HEALTH PERSONNEL JOB DESCRIPTION

CLASS TITLE: Senior Support Services Associate I-Clinical		
TITLE CODE: 2905	SERIES: Medical Services Support	
SELECTION METHOD: 100% qualifying	SALARY: (MIN-MID) \$8.40-\$10.28	
	GRADE: 9	
	SPECIAL ENTRANCE RATE: May be adjusted at agency's discretion based upon additional education & experience.	
POSITIONS IN THIS CLASS GENERALLY REPORT TO: Support Services Supervisor		
PRIMARY USER AGENCY: LOCAL HEALTH DEPARTMENT		

CHARACTERISTICS OF THE CLASS: CHARACTERISTICS OF A CLASS ARE GENERAL STATEMENTS INDICATING THE LEVEL OF RESPONSIBILITY AND DISCRETION OF POSITIONS IN THAT JOB CLASSIFICATION.

Has responsibility for registering patients for various services and programs provided by the local health department. The responsibilities include establishing a medical record by compiling all the necessary forms for registering patients, interviewing the patient to obtain pertinent non-medical information used for identification and income status according to agency and program policy, make follow up appointments, and collecting a fee for the services rendered. This is an entry level position under moderate supervision.

MINIMUM REQUIREMENTS: MINIMUM REQUIREMENTS ARE COMPREHENSIVE STATEMENTS OF THE MINIMUM BACKGROUND AS TO EDUCATION, EXPERIENCE, AND OTHER QUALIFICATIONS WHICH WILL BE REQUIRED IN ALL CASES AS EVIDENCE OF AN APPOINTEE'S ABILITY TO PERFORM THE WORK PROPERLY.

EDUCATION: High School Diploma or GED.

EXPERIENCE: One (1) year of moderately difficult business or public administrative experience in a medical, hospital or administrative office environment using electronic office equipment and professional software.

SUBSTITUTION CLAUSE: See Below

EDUCATION: None

EXPERIENCE: Additional education (college, vocational school, etc) in business education or a medically related field may substitute for the required experience on a year for year basis.

SPECIAL REQUIREMENTS: (AGE, LICENSURE, REGULATION, ETC.) The entry level incumbent would participate in on the job training programs to become knowledgeable regarding the Patient and Community Health Services Reporting and Billing Procedures (PSRS).

POST EMPLOYMENT REQUIREMENTS: EMPLOYEES IN THIS CLASS WILL BE REQUIRED TO OBTAIN CREDENTIALS OUTLINED BELOW WITHIN A REASONABLE TIME, OR IF EMPLOYEES POSSESS SUCH CREDENTIALS AT THE TIME OF HIRE THEY WILL BE REQUIRED TO MAINTAIN THOSE CREDENTIALS SO LONG AS THEY ARE EMPLOYED IN THIS CAPACITY. Receives ongoing trainings.

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE CLASSIFICATION: EXAMPLES OF DUTIES OR RESPONSIBILITIES ARE NOT TO BE CONSTRUED AS DESCRIBING WHAT THE DUTIES OR RESPONSIBILITIES OF ANY POSITION SHALL BE AND ARE NOT TO BE CONSTRUED AS LIMITING THE APPOINTING AUTHORITY'S ABILITY TO ADD TO, OR OTHERWISE ALTER THE DUTIES AND RESPONSIBILITIES OF A POSITION.

Assemble complete medical records, interview patient to ensure completeness and accuracy of demographic information required for various services and programs, route/direct patient to appropriate staff person, maintain patient medical records and files, collect and record fees obtained from patients, prepare routine letters, labels and other appropriate material, answer multi-line phone system, schedule initial and follow-up appointments, review appropriate reporting sheet (Patient Encounter Forms) (PEF) of services provided to ensure completeness and accuracy, enter information from the PEF into statewide network, generate and/or issue Woman Infant and Children (WIC) vouchers, request routine reports available from the PSRS, inventory and order office supplies, and maintain auto-dialer according to agency and patient requirements.

TYPICAL WORKING CONDITIONS AND UNIQUE PHYSICAL REQUIREMENTS: INCUMBENTS IN THIS CLASSIFICATION WILL TYPICALLY PERFORM THEIR PRIMARY JOB DUTIES UNDER THESE CONDITIONS. THESE CONDITIONS MAY CHANGE ON OCCASION IN PERFORMING THE DUTIES OF AN INDIVIDUAL POSITION.

Work typically is spent inside the office.

ADDITIONAL REQUIREMENTS:

Applicants and employees in this classification may be required to submit to a drug screening test and background check according to the agency's policies.

DATE CLASS ESTABLISHED: 7/1/06

DATE OF LAST REVISION: 09/29/08

THE LOCAL HEALTH DEPARTMENTS DO NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, DISABILITY, SEXUAL ORIENTATION, GENDER IDENTITY, ANCESTRY OR VETERAN STATUS. REASONABLE ACCOMMODATIONS ARE PROVIDED UPON REQUEST.